

Oregon Health Plan Care Coordination Program

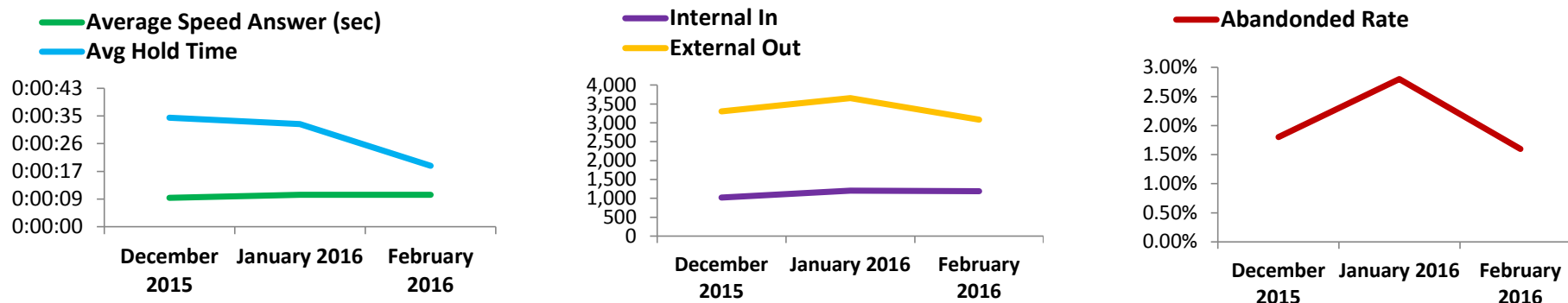
Monthly Call Center Report

Report Month: February 2016



OHPCC Program Monthly Call Profile

Month/ Year	Average Speed Answer (sec)	Avg Hold Time	Internal In	External Out	Abandoned Calls	Abandoned Rate	Average Handle Time	Transfer Out Calls
December 2015	0:00:09	0:00:34	1,019	3,305	18	1.80%	0:05:59	12
January 2016	0:00:10	0:00:32	1,201	3,652	34	2.80%	0:06:36	9
February 2016	0:00:10	0:00:19	1,193	3,087	19	1.60%	0:05:48	15



Nurse Advice/Triage Line Monthly Call Profile

Month/ Year	Average Speed Answer (sec)	Total Calls Answered	Eligible Client Calls	Abandoned Calls	Abandoned Rate	Average Talk Time	Total Triage Calls
December 2015	0:00:06	614	98	5	0.81%	0:04:55	322
January 2016	0:00:10	759	110	18	2.32%	0:04:31	328
February 2016	0:00:21	722	113	27	3.60%	0:04:23	362

